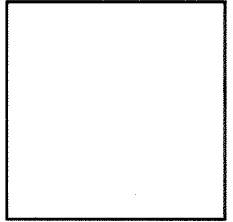


Office of the Treasurer & Tax Collector

Budget Presentation

June 14, 2019

8/14/19



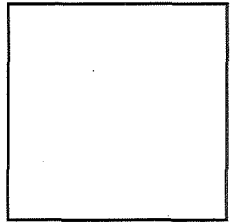
Mission

- Facilitate voluntary compliance with the tax laws
- Provide efficient customer service
- Collect all taxes and fees
- Conserve city funds, prudently investing to achieve maximum yield, low risk, high liquidity

Objectives

- Fiscal Stewardship – Safe, sound investments that support the goals of CCSF
 - Financial Equity – Remove barriers and develop safe financial products for residents and businesses
 - Customer Service – Consistent, agile and responsive
 - Innovation – Execute continuous improvement and be customer and staff-centric
 - Operational Excellence – Optimize business effectiveness
 - Rigorous Compliance – Digital, intelligent and rapid
-

By the Numbers



102,593 Registered Businesses

181 Tax Types Collected
(including licenses)

\$5.2 Billion in Tax Revenue Collected

\$12 Billion of Funds Invested

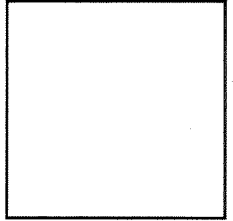
68,773 Customers Served

1.7 million Transactions

1.2 million Taxpayer Contacts

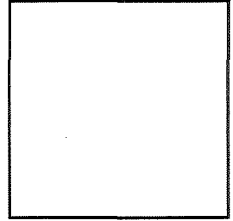
99% Online Filings





Outcomes & Performance Measures

- In-sourced lock-box services from outside vendors to city (TTX) staff
- Led efforts to centralize electronic payments and issued citywide policy to ensure that all departments meet credit card industry standards
- Expanded delinquent collections to more departments, bringing faster collections with greater integrity to more city departments
- Continued investment in business process redesign to improve taxpayer and staff experiences
- Released groundbreaking reports on Municipal Bank Feasibility, Student Loan Debt, Criminal Justice Fines and Fees, and Child Support Debt

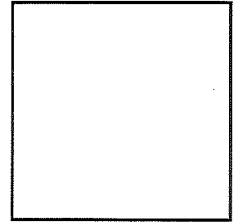


Priorities for the Future

- Complete Property Tax Replacement Project
- Implement Early Care and Education Commercial Rents Tax and the Homelessness Gross Receipts Tax
- Begin Cannabis Tax collection
- Using our core competency to support citywide efforts, such as cashiering at the Permit Center, increasing compliance with credit card industry standards, and improving banking practices
- Customer service and taxpayer compliance – new website and renewed focus on taxpayer experience
- Expand Smart Money Coaching and consumer protection to more in our community, including our small businesses

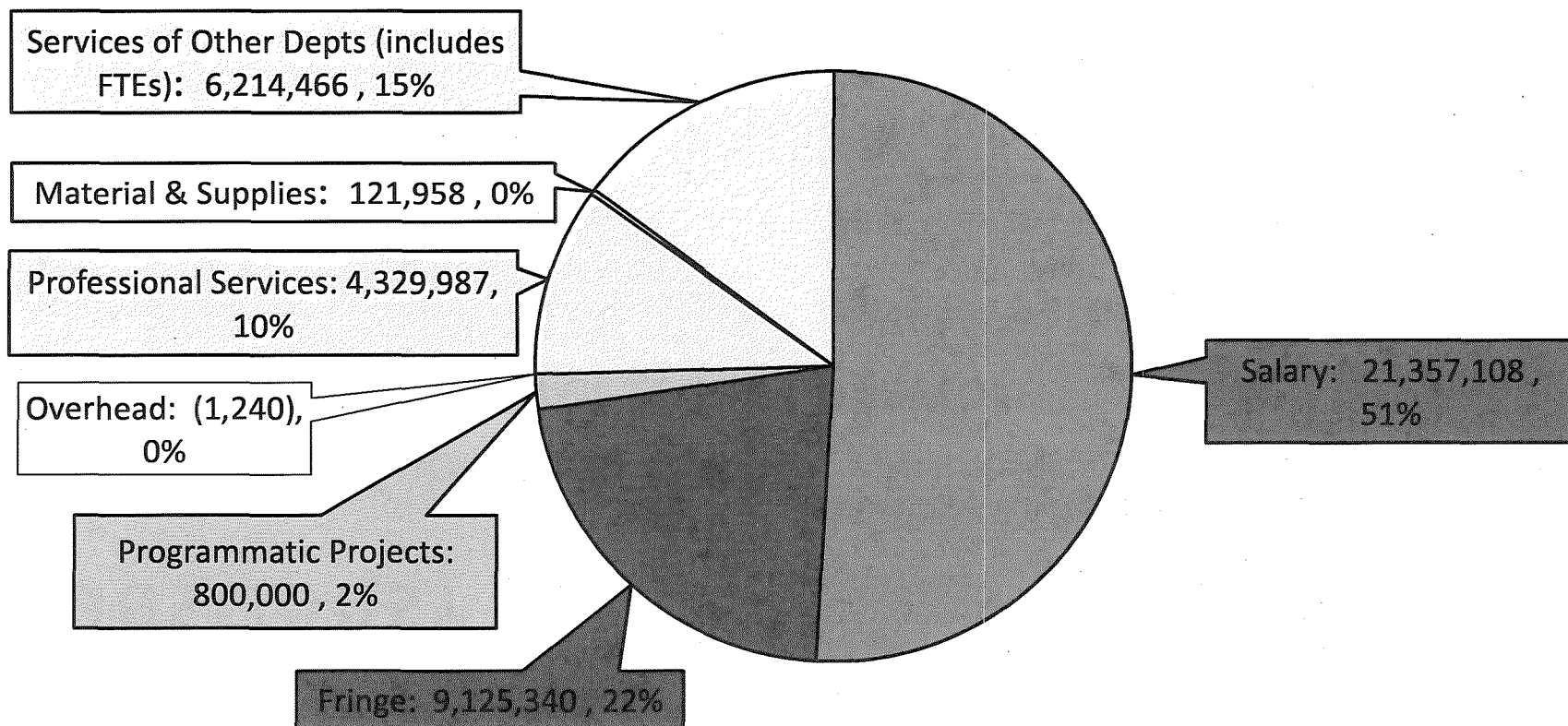
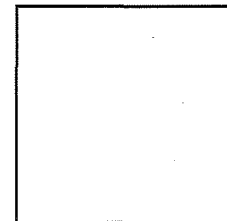


Five Year Comparison

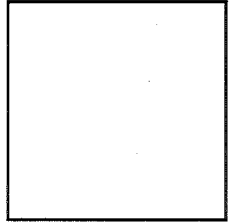


	FY15-16	FY16-17	FY17-18	FY18-19	<i>FY19-20</i>
Tax Revenue Collected	\$4.0B	\$4.4B	\$4.9B	\$5.2B	<i>\$5.4B</i>
TTX Budget	\$39.24M	\$42.21M	\$41.10M	\$39.41M	<i>\$41.95M</i>
General Fund Support	\$23.22M	\$24.78M	\$24.06M	\$23.97M	<i>\$25.06M</i>
Budgeted FTE	219	219	207	207	<i>209</i>

Expenditures for FY 19-20 - \$42M



Questions?



Respectfully Submitted by the
Office of the Treasurer & Tax Collector

